

## Inbox Mockups

### Inbox Search Criteria page:

The screenshot displays the 'Inbox Search Criteria' page in the CARES Worker Web application. The page is divided into a left-hand navigation menu and a main content area. The navigation menu includes options like 'CARES Home', 'Search', 'Inbox', 'Application Search', 'Application Listing', 'Application Summary', 'Client Registration (0)', 'Application Entry (0)', 'Worker Tools', 'CARES Mainframe Access', and 'System Downtime Admin'. The main content area is titled 'Inbox Search Criteria' and features a 'Basic Search' section with three radio button options: 'View and select to process unassigned applications in my County / Tribe' (selected), 'View and select to process my applications', and 'View and select to process all applications in my County / Tribe'. Below this is an 'Advanced Search' section with various filters: 'County / Tribe' (40 - MILWAUKEE COUNTY), 'Application Status' (Assigned), 'Office' (text input), 'Worker ID' (text input), 'Programs Requested' (checkboxes for Family Medicaid, FoodShare, Family Planning Waiver), 'Language' (dropdown), 'First Letter of Applicant's Last Name' (range selector), 'Priority Service eligible' (dropdown), 'Date Submitted' (date range selector), 'Disability Status' (dropdown), 'Application Type' (dropdown), and 'Zip' (text input). At the bottom of the advanced search section, there are two radio button options: 'View and select to process applications meeting the above criteria' (selected) and 'View and select to assign applications meeting the above criteria'. The page also includes a 'Cancel' checkbox and a 'Reset' button in the top right corner.

- Application Status options: Unassigned, Assigned, Both
- Priority Service Eligible options: Yes, No
- Disability Status options: Yes, No
- Application Type options: ACCESS Online, Mail-in
- Language options: English, Spanish, Other
- The Office and Worker ID are optional fields in the Advanced Search criteria if the 'Assigned' application status is selected.

#### *Basic Search*

- View and select to process unassigned applications in my County/ Tribe: This option will take the worker to the Application Listing page in View mode and display all the unassigned applications in the worker's county/ tribe.
- View and select to process my applications: This option will take the worker to the Application Listing page in View mode and display all the worker's assigned applications.
- View and select to process all applications in my County/ Tribe: This option will take the worker to the Application Listing page in View mode and display all the assigned and unassigned applications in the worker's county/ tribe.

#### *What would you like to do?*

- View applications meeting the above criteria: This option will take the worker to the Application Listing page in View mode and display all the applications that meet the advanced search criteria.
- Assign applications meeting the above criteria: This option will take the worker to the Application Listing page in Assign mode and display all the applications that meet the advanced search criteria in order to assign to another worker.

## Inbox Application Listing page:

### View Mode

**CARES Worker Web** User ID: JX2189 User Name: G ANNYAPU Quick Select: CASE/RFA 07/08/2005

**Inbox Applications - View** Cancel [ ] [Reset]

County / Tribe: **40** Office: **5040**

Worker: **VINOTH GNANAMANI (XCT752)** Application Status: **All**

Date Submitted: **03/24/2005** Priority Service eligible:

Programs Requested: Disability Status:

First Letter of Applicant's Last Name: Application Type: **ACCESS**

Language: **E - English** Zip: **53719**

**Application Listing** of 2 Pages

Process Application	Assigned Worker	Application ID	Applicant Name	Date Submitted	Priority Service eligible	Programs Requested	Disability Status	Application Type	Language	Zip	
<input type="radio"/>	Process next application meeting the above criteria										
<input type="radio"/>	XCT684	5426898254	Marlon Brando	03/24/2005	No	FoodShare, No Family Medicaid	No	ACCESS	E - ENGLISH	53719	View
<input type="radio"/>	XCT752	3254897565	John Chinnick	04/26/2004	Yes	FoodShare	No	ACCESS	E - ENGLISH	52405	View
<input type="radio"/>		6282571581	Tom Brokaw	10/22/2004	No	Family Planning Waiver	No	ACCESS	E - ENGLISH	50326	View
<input type="radio"/>	XCT752	4255582154	Kha Cheng	02/18/2005	Yes	Family Medicaid	Yes	ACCESS	E - ENGLISH	51258	View

Cancel [ ] [Previous] [Next]

- The worker can select an unassigned or assigned application to be processed.
- The worker can also process the next available application meeting the search criteria.
- Once the worker selects an application to process and click 'Next', the RFA information will be created in the background and the RFA Summary page will be displayed.
  - If an assigned application is processed, the RFA will be in 'Complete' status and the worker can begin Intake on the RFA Summary page.
  - If an unassigned application is processed, the RFA will be in 'Pending' status. An informational message will be displayed on the RFA Summary page indicating the worker to enter the Assigned Worker ID on the Additional Data page.
- 'Previous' will take the workers back to the Inbox Search Criteria page.
- If this page is directly accessed on the menu, it will display all the assigned applications of the worker by default.
- The 'View' button will bring up a PDF form of the online application.
- The magnifying glass will take the worker to the Application Summary page.
- If the worker came to this page from the Basic Search, then only the Office, Worker and Application Status criteria will be displayed in the first section.
- The applications will be sorted by the Priority Service and submitted date.

**Inbox Application Listing page:**

**Assign mode**

**Inbox Applications - Assign**

County / Tribe: **40** Office: **5040**

Worker: **VINOTH GNANAMANI (XCT752)** Application Status: **All**

Date Submitted: **03/24/2005** Priority Service eligible:

Programs Requested: Disability Status:

First Letter of Applicant's Last Name: Application Type: **ACCESS**

Language: **E - English** Zip: **53719**

**Application Listing**

Assign / Reassign Application	Assigned Worker	Application ID	Applicant Name	Date Submitted	Priority Service eligible	Programs Requested	Disability Status	Application Type	Language	Zip	
<input type="checkbox"/>	XCT752	3254897565	John Chinnick	04/26/2004	Yes	FoodShare	No	ACCESS	E - ENGLISH	52450	View
<input type="checkbox"/>	XCT684	5426898254	Marlon Brando	03/24/2005	No	FoodShare, Family Medicaid	No	ACCESS	E - ENGLISH	50215	View
<input type="checkbox"/>	XCT752	4255582154	Kha Cheng	02/18/2005	Yes	Family Medicaid	Yes	ACCESS	E - ENGLISH	55689	View
<input type="checkbox"/>		4568956589	Jane Fonda	06/14/2005	No	Family Planning Waiver	No	ACCESS	E - ENGLISH	51458	View

**Applications to Assign**

Application ID	Applicant Name	Date Submitted	Priority Service eligible	Programs Requested	Disability Status	Application Type	Language	Zip
3254897565	John Chinnick	04/26/2004	Yes	FoodShare	No	ACCESS	E - ENGLISH	52450

To Office:

To Worker ID:

**What would you like to do?**

Assign applications listed in the 'Applications to Assign' Section

Assign all applications meeting the above criteria

- An unassigned application can be assigned to an office and a worker.
- An assigned application can be reassigned to another office and worker.
- The 'View' button will bring up a PDF form of the online application.
- The magnifying glass will take the worker to the Application Summary page.
- The applications will be sorted by the Priority Service and submitted date.

*What would you like to do?*

- Assign applications listed in the 'Applications to Assign' section: This option will allow the worker to assign all the applications that the worker selected from the listing to a worker.
- Assign applications meeting the above criteria: This option will allow the worker to assign all the applications that match the search criteria to a worker.

**Application Summary page:**

**CARES Worker Web** User ID: XCTS67 User Name: V ARIKATIA Quick Select: CASE/RFA 09/14/2005

**Application Summary** [Reset]

<b>Primary Applicant Information</b>			
Name:	ROBERT SMITH	Birth Date:	01/03/1978
SSN:	391-23-4564	Gender:	MALE
<b>Application Information</b>			
Application ID:	5426898254 [View]	Application Status:	Assigned
Application Type:	ACCESS	Date Submitted:	07/19/2005
Disability Status:	NO		
<b>Office Information</b>			
County / Tribe:	40 - MILWAUKEE COUNTY	Office:	5040 - MILW CO DSS
Assigned Worker:	XCT752 (VINOTH GNANAMANI)		
<b>Contact Information</b>			
Household Address:	403 W WASHINGTON AVE MADISON, WI 53719	Phone:	N/A
<b>CwW Information</b>			
Resulting RFA:	5000565754	Resulting Case:	78545639853
<b>Programs</b>		<b>Filing Date</b>	
Family Medicaid (Including BadgerCare)		09/10/2005	
Family Planning Waiver		Not Requested	
FoodShare (Priority Service Eligible)		09/10/2005	
<b>What would you like to do?</b>			
<input checked="" type="radio"/> Process Application			
<input type="radio"/> Transfer Application			
County / Tribe: [Dropdown]			

Cancel [Previous] [Next]

- The worker can come to this page the following ways:
  - Quick Select for an Application ID (Previous button will not be displayed on this page)
  - Application ID on the Search page
  - Magnifying glass on the Application Listing page
- The 'View' button will bring up a PDF form of the online application.
- The magnifying glass for the Resulting RFA and Case will take the worker to the RFA Summary or Case Summary pages accordingly.

*What would you like to do?*

- Process application: Once the worker selects this option and clicks 'Next', the RFA information will be created in the background and the RFA Summary page will be displayed.
- Transfer Application: The worker could use this option to transfer the application to another County/ Tribe.